

Reliable Parts

The House Of A Million Parts

Internet Web Site: www.reliableparts.com

Click on Canadian Online Ordering 

To sign on: User ID = your account number -- Password = "Your assigned password"

Note: A one time set up to change your browser when in our Web Site.

Click on Tools tab. Click on Internet Options. Click on Settings.
Click on Every Visit to the page. Click on OK twice.

Index:

- **Catalog** To be developed at a later date
- **Product search** Check cost, suggested list price, and availability.
Search for part by description.
Check for substitution part numbers.
- **Order entry** Place an order.
- **Order search** Search for items ordered from Reliable Parts.
Check on back orders.
- **Account info** Search for invoices.
 - **Invoices** E-mail a copy of an invoice to yourself.
 - **Transactions** View your account balance and check invoices due
- **Favorites** Keep track of your favorite items.
 - **My catalog** Organize your favorites
 - **My top items** Find out what are your most frequently bought items.

- Quotations: View your Quotations made by Reliable Parts.

- Product Search:

By part number:

Under Part Number, type in part number and click on .
You will see your Cost, Suggested List Price, and Availability in your default warehouse. (Your default warehouse is our location nearest you.)
Just add in quantity needed and click on .

To order an item not available in your default warehouse click on Other locations. You may now order from these multiple locations. Add quantities needed and click on . (The button located on the side is for one location only).

By manufacturer and description:

To select Manufacturer, click the arrow at right and click on the manufacturer of your choice.
Enter the description of the part, i.e. *BELT*, *TIMER*, *PUMP*.
The description must be in CAPS and bracketed with the star key as shown.
You can choose the Number of lines you want displayed.
Click on .

Keyword search:

Here it lets you search for parts when the only information you have is a description.
When typing in the description use the fewest words possible.
i.e. round belt, pump, def timer.
The description must be in the criteria inputted in the computer to come up.
Use abbreviations like, def for defrost, comp for compressor.
Click on .

Search:

In Search type in the part number, click **Go** and the sub numbers will appear.

You can choose the number of lines you want displayed.

To see the Next page, click on the double arrow button **>>** to right of **Start search**. If no arrows appear, all available items have been displayed.

Comments:

There is a feature available to mark and keep track of your favorite items. Click on the **f** button located on far right next to quantity available. (You can view these items under **Favorites**)

If you click on the box next to Search for available items only, only those parts we currently have in stock will appear.

If error screen occurs, sign off and start again.


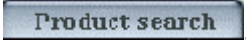



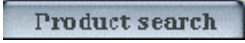
• Order Entry:

To start, click on **Add products**.

Key in part number (under Part Number) and quantity. Under Shipment marking you can type in customers name, phone number, your PO number etc. This text will appear under the part number on your invoice and also under order search. If you need more input lines click on Extend and five more lines will appear. Click on **Add to order** when you are finished.

When entering an item :

1. If Invalid item appears call Reliable Parts Department to have item added to product file. (It takes just a moment).
When added click on **Add to order**.
2. If **MSG MULTIPLE PRODUCTS** appears click on it and enter part number under Part Number. Click on **Start search**. Select correct manufacturer and add quantity. Click on **Add to order** at right.
Click on **Order entry** then **Add products** to return to order.
Please clear item not needed from your order list and continue.

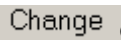

3. If Item cannot be added to this order, due to delivery reasons appears, click on . Type in part number under Part Number and click on . Substitute part number will appear under Description. Enter new part number under Part Number and click on . Add to order as needed. Click on  then  to return to order. Please clear item not needed from your order list and continue.
4. If (Late) appears next to delivery date (estimated date of arrival) it means part is not available in default warehouse. We will check other locations and ship part to you accordingly or back order if none in stock. If you would like to check yourself, you can go to  and enter part number under Part Number. Then click on Other locations and order from warehouse that has parts in stock. Please delete duplicate line.
5. If you wish to RUSH this part from the supplier, then check the “Rush This Item” box right after the Quantity field while you are adding part numbers in the “Add Products To Your Order” screen. Note: Suppliers have various criteria that must be met before the part may be Rushed from the supplier. Some suppliers charge an additional fee for parts to be rushed. Ensure you know the requirements and fees from your chosen supplier prior to requesting the part to be rushed. Failure for this criteria to be met may result in your part being ordered as a “regular” item.

Click on .

Once here you can change/delete any line before closing order.


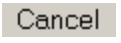
1. To change a line.

Click on the  button.

Here you can change quantity, delivery date, or add shipment mark (Shipment mark adds text to invoice under part number). You can also add a note that will appear on the invoice. When you are done, click on  or if you did not make a change click on .

2. To delete a line.

Click on the  button.

Click on  to delete. Click on  if you changed your mind and do not want to delete the item.

. To add a note to the order for us/you.

Click on .

Type note in Free text box. If you want the note to appear on your invoice, click on box next to **Print on invoice**. If not message will appear only to us. Click on when done or if you no longer want to write a message.

- . To add a PO number to order
Type in PO number in box next to Your order.
When you are finished click on .
Select Payment method.
To finalize click on or click on to return to your order.

Note:

When in Order header you can change quantities by changing quantity of part and hitting .

If you want to start another order click on .

To get back to an order you were working on, click on .
then click on Edit of the one you want to continue.

To delete an order click on .

• Order Search:

Here you can view all your orders placed with Reliable Parts matching the criteria you select. The more you select the narrower the search.

Examples:

1: You are looking for the invoice number of a 12 1 you purchased this year.

Under Status: Click on the arrow at right then click on Invoiced.

Under Part Number: Type in the part number.

Click on .

The invoice numbers that you purchased/returned the part on will appear.

For purchases: Invoice numbers start with number 1.

For credits: Invoice numbers start with number 5.

2: You would like to check on the Back Order status of a part.

Type in the part number and click on .

The items that do not have an invoice number are on Back Order.
The due date is listed under Delivery date.

: To see all parts on Back Order.

Under Status: Click on the arrow at right and click on
Items on Backorder. Click on .
The due date is listed under Delivery date.

: Search by PO number.

Type in your PO number under Your PO Number:
Click on .

- **Account Info:**

Invoices:

Click on .

Enter the invoice number or other criteria.

Click on .

You can now see the Invoiced products and Basic information of
that invoice.

To e-mail a copy to yourself, click on .

Either select an existing address or enter a one time only address.

Click on .

Comments:

You can check availability of a part by clicking on under warehouse.

AIR Transactions:

Click on .

To see open invoices, change Status to Open.

Click on .

If you would like a copy of an invoice, copy down the invoice number and click on .

Follow instructions above.

- **Favorites:**

To organize your favorites:

Click on .

In the box next to , type in the name of the group.

Click on .

To add a part to a group:

Click on the box under Move, Click on the arrow next to Favorites, and click on the group of your choice.

Click on .

To view a group:

Click on the group name to open. (Turns blue).

To add a Sub Group:

Click on the group name.

In the box next to , type in the name of sub group.

Click on .

The sub group appears below the main group.

To delete a group:

Click on the group name.

Click on .

Click on .

To view your top items:

Click on .

Fill in the search criteria such as Product (part number).

Choose one of the following.

Sort by price:

To sort by the sum of amount spent on an item. (Highest to lowest)

Click on Price.

Click on .

Sort by quantity:

To sort by the total number of items bought. (Most to least)

Click on Quantity.

Click on .

Sort by Order lines frequency:

To sort by how many times an item was purchased. (Most to least)

Click on Order lines frequency.

Click on .

• Quotations:

When we give you a written quote you will receive a Quotation number. Keep that number as your reference.

Click on Quotations located on the page.

Type in your Quotation number.

Click on .

Comments:

The Disp. Date (Due date) is the last day a quote is valid.

If you would like to purchase these items please call a salesperson with the Quotation number.

If you have any questions about our web site contact:

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